

IVR GUIDE

11-17-99

1. Know your UIC and service code before calling.
2. Know how to convert alphabetic characters to numerics when using the keypad – see Alpha keypad conversion chart. For example, if your Service Code is “N”, press * (asterisk), “6” (the key where “N” is located, and “2.”
3. If you begin speaking your prompt, you must complete your reply in voice. For example, when entering the document number using voice imprint, you can only speak one character at a time. After each beep you must speak a character using the phonetic alphabet (see phonetic alphabet chart below) or say the number. Each character will be repeated after you say it. If it does not understand what you said, it will say, “the system did not understand your input. Please try again”. Do not start from the beginning. Only repeat the last character you just spoke.

If you elect to speak your inquiry for asset availability, when you are prompted for the quantity, and the quantity is greater than 10, speak the quantity as two numbers, not one. For example, if the requested qty is 11, speak “one, one”, do not say “eleven”.

IT IS STRONGLY RECOMMENDED THAT THE OPTION OF SPEAKING THRU THE IVR NOT BE TAKEN BECAUSE IT IS TIME CONSUMING, AND THE TECHNOLOGY ALSO HAS TROUBLE RECOGNIZING CERTAIN VOICES AND NUMBERS.

4. Here are the definitions of several error messages that you can encounter when using the IVR:

“WE’RE SORRY WE CANNOT PROCESS YOUR REQUEST”.

DEFINITION: Your request cannot be processed.

ACTION REQUIRED: Wait on the phone. Your call will automatically be transferred to a Customer Service Representative.

“WE’RE SORRY, WE’RE CURRENTLY UNABLE TO ACCESS THE DATA YOU’VE REQUESTED.”

DEFINITION: The IVR system is not connected at the activity you were checking.

ACTION REQUIRED: You are given the options of either pressing '9' to go to the main menu, or '0' (zero) to speak to a customer service representative.

“PLEASE WAIT WHILE WE ACCESS THAT INFORMATION”

DEFINITION: Your request is being processed.

ACTION REQUIRED: Wait on the phone until your answer is received.

“THE SYSTEM DID NOT UNDERSTAND YOUR INPUT”

DEFINITION: The system either did not understand your voice or keypad response.

ACTION REQUIRED: Re-enter the data you had just entered.

5. You can exit the IVR at any time by just hanging up.
6. If you want to talk with a CSR, press or say “0” – zero not alpha O at the next menu prompt.
7. If you want to return to the main menu, press or say “9” at the next menu prompt.
8. Checking the entire supply system for assets means that the IVR will first check FISC SD for releasable qty (requested qty => on hand qty). If releasable qty is not available, the collocated DSS site will be checked. If releasable assets still not found, the IVR will go to FISC Norfolk, FISC Pearl Harbor, FISC Jacksonville, FISC Puget Sound, FISC Yokosuka and their collocated sites for releasable assets. Whenever the IVR finds releasable assets the IVR will stop checking, and if applicable, tell the caller at what activity the releasable assets were found.

If the IVR makes connectivity with a FISC HP, and the HP is busy for 45 seconds, the IVR will move to another site to check for asset availability. If the IVR checks a collocated DSS site and gets no response within 20 seconds the IVR will move to another site. In other words, in the absolute theoretical world, you could wait 65 – 165 seconds per site, U2 HP & DSS collocated site(s), without a response. Normally, you should get a reply back within 4-25 seconds.

The IVR is at the mercy of other ADP systems to respond to our inquiries. If the other systems are experiencing a heavy usage of their system, then the response time for the IVR will be slow. Any quick or slow response time is a product of the external systems the IVR is interfacing with and not the IVR per se.

9. There is a perception when submitting new requisitions that if

material is available at a particular site that you can get that material with your requisition. This is not true. Once you submit your requisition, it goes to DAAS logic will send them to THEIR POE - NOT TO WHO HAS THE MATERIAL.

Eventually through referral, it may get there, but it's not immediate. That requisition may or may not get referred to the stock point where the material is located. Even if it did, another requisition could have been issued before yours and now there's no material to issue. It could be a local restricted item or a NAVICP restricted item. The material could be earmarked for specific customers, for a special program, etc, etc. So be aware and informed about the requisition processing flow.

10. If you elect to use voice for your inquiry, the IVR will verify each entry with you. For example, if you want to check availability of assets, you will speak your first entry – “0” or “1”, i.e., zero or one, you must wait for the IVR to verify your first entry before you speak the second entry.
11. If you use your voice to enter your inquiry be careful of the numbers 2, 6 and 8. The voice recognition systems have trouble on occasions with these numbers. Speak in a soft normal tone. Do not shout the numbers or raise your voice. Also, if you speak with an accent or deep voice, the voice recognition system may have trouble recognizing these numbers.
12. For requisition status inquiry, the IVR will check the FISC sites you selected first for a match. If no match found, the IVR would pass the requisition to DSS, which will check all their 12 DSS sites for a match.
13. After repeated use of the IVR, you can speed up the IVR process by entering your option for a given menu once the IVR begins to speak about that option. You don't have to wait for the entire message to be read. You can select it at the same time that the IVR begins to talk about that specific menu. For example, if you know that selecting '1' is for supply, and the IVR begins to list the options available, you can immediately press '1'. You don't have to listen to all the options.

ALPHA KEYPAD/PHONETIC CONVERSION CHART

A – ALPHA - *21
B – BRAVO - *22
C – CHARLIE - *23
D – DELTA - *31
E – ECHO - *32
F – FOXTROT - *33
G – GOLF - *41
H – HOTEL - *42
I – INDIA - *43
J – JULIET - *51
K – KILO - *52
L – LIMA - *53
M – MIKE - *61

N – NOVEMBER - *62
O – OSCAR - *63
P – PAPA - *71
Q – QUEBEC - *11
R – ROMEO - *72
S – SIERRA - *73
T – TANGO - *81
U – UNIFORM - *82
V – VICTOR - *83
W – WHISKEY - *91
X – XRAY - *92
Y – YANKEE - *93
Z – ZULU - *13

A. Requisition Status.

1. For CONUS calls, dial 1-877-41-TOUCH(86824). For O-CONUS calls, dial DSN 510-42-(TOUCH)86824.

2. To enter your UIC using speech recognition, press or say 1. To enter using touch tones, press or say 2.

3. Enter your UIC followed by the pound (#) sign. When using your keypad to enter your Service Code, press asterisk (*), the number that contains your Service Code followed by either 1, 2, or 3 depending on which position your Service Code is located on the key. For example, if your Service Code is "N", press asterisk (*), number "6" and then "2" signifying that "N" was the second character on the number 6 key. Immediately enter you 5 digit UIC followed by the pound (#) sign.

(Note, if using speech recognition, you need to use the phonetic alphabet for your Service Code.)

The UIC that you entered will be repeated back to you. If this is incorrect, press "2" and reenter the UIC. If correct, press "1".

4. You will then be read the Main Menu. You may select a process at any time. Speak or press "1" to select Requisition Status.

5. You will then be given the option to press "1" for speech recognition or "2" for touch-tone. Press "2" for touch-tone.

6. You will then be asked to enter your Document Number. Remember when entering alphabetic characters, first press asterisk (*), second press the key that the character is on and third press either 1, 2, or 3, depending on the position of the letter on that key.

7. You will then be asked to press or say zero (0) for requisitions with additional instructions, '1' for AOA, '2' for AO1.

8. At this point you need to follow the instructions to select the FISC where the requisition is located.

B. Asset Availability.

1. For CONUS calls, dial 1-877-41-TOUCH(86824). For O-CONUS calls, dial DSN 510-42-TOUCH(86824).

2. To enter your UIC using speech recognition, press or say 1. To enter using touch-tones, press or say 2.

3. Enter your UIC followed by the pound (#) sign. When using your keypad to enter your Service Code, press asterisk (*), the number that contains your Service Code followed by either 1, 2, or 3 depending on which position your Service Code is located on the key. For example, if your Service Code is "N", press *, number "6" and then "2" signifying that "N" was the second character on the number 6 key. Immediately enter you 5 digit UIC followed by the pound (#) sign.

(Note: if using speech recognition you need to use the phonetic alphabet for your Service Code.)

The UIC that you entered will be repeated back to you. If this is incorrect, press "2" and reenter the UIC. If correct, press "1".

4. You will then be read the Main Menu. You may select a process at any time. Speak or press "2" to select Asset Availability.

5. You will then be given the option to press "1" for speech recognition or "2" for touch-tone. Press "2" for touch-tone.

6. Next you will be asked to enter your nine position NIIN. Follow the instructions for entering the NIIN, quantity and selecting the FISC.

C. New Requisition.

1. For CONUS calls, dial 1-877-41-TOUCH(86824). For O-CONUS calls, dial DSN 510-42-TOUCH(86824).

2. To enter your UIC using speech recognition, press or say 1. To enter using touch-tones, press or say 2.

3. Enter your UIC followed by the pound (#) sign. When using your keypad to enter your Service Code, press asterisk (*), the number that contains your Service Code followed by either 1, 2, or 3 depending on which position your Service Code is located on the key. For example, if your Service Code is "N", press *, number "6" and then "2" signifying that "N" was the second character on the number 6 key. Immediately enter you 5 digit UIC followed by the pound (#) sign.

(Note: if using speech recognition, you need to use the phonetic alphabet for your Service Code.)

The UIC that you entered will be repeated back to you. If this is incorrect, press "2" and reenter the UIC. If correct, press "1".

4. You will then be read the Main Menu. You may select a process at any time. Speak or press "3" to select New Requisition.

5. You will then be given the option to press or say "1" for speech recognition or "2" for touch-tone. Press "2" for touch-tone.

6. You will then be asked to press or say zero (0) for requisitions with additional instructions, "2" for A0A or "3" for A01.

7. If you press "1" for A0A, you will then be asked to select one of the following FISCs: press or say "1" For San Diego, press or say "2" for Norfolk, press or say "3" for Pearl Harbor, press or say "4" for Jacksonville, press or say "5" for Puget Sound, press or say "6" for Yokosuka.

8. At this point, follow the instructions to enter the data for the new requisition. Remember, when entering alphabetic characters, first press asterisk (*), second press the key that the character is on and third press either 1, 2, or 3, depending on the position of the letter on that key.

D. Modify Requisition

1. For CONUS calls, dial 1-877-41-TOUCH(86824). For O-CONUS calls, dial DSN 510-42-TOUCH(86824).

2. To enter your UIC using speech recognition, press or say 1. To enter using touch-tones, press or say 2.

3. Enter your UIC followed by the pound (#) sign. When using your keypad to enter your Service Code, press asterisk (*), the number that contains your Service Code followed by either 1, 2, or 3 depending on which position your Service Code is located on the key.

For example, if your Service Code is "N", press *, number "6" and then "2" signifying that "N" was the second character on the number 6 key. Immediately enter you 5 digit UIC followed by the pound (#) sign.

(Note: if using speech recognition, you need to use the phonetic alphabet for your Service Code.)

The UIC that you entered will be repeated back to you. If this is incorrect, press "2" and reenter the UIC. If correct, press "1".

4. You will then be read the Main Menu. You may select a process at any time. Speak or press "4" to select Modify Requisition.

5. You will then be given the option to press or say "1" for speech recognition or "2" for touch-tone. Press "2" for touch-tone.

6. You will then be asked to enter you Document Number. Remember, when entering alphabetic characters, first press asterisk (*), second press the key that the character is on and third press either 1, 2, or 3, depending on the position of the letter on that key.

7. At this point, follow the instructions to select the FISC and modifying the fields.